NASA SHARED SERVICES CENTER

Registration-Reimbursement for Offsite Training Service Delivery Guide (3.2.2.2 & 3.3.4)

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Approved by

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Date

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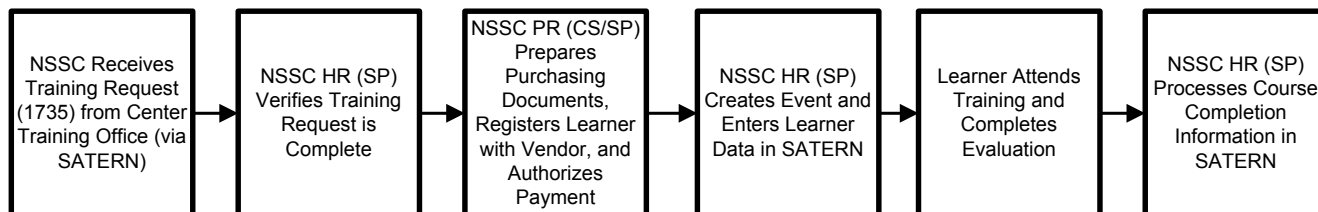| Status (Basic/Revision Cancelled	Document Version	Effective Date	Description of Change
Basic			**Basic Release**

Registration-Reimbursement for Offsite Training

Introduction

The NASA Shared Services Center (NSSC) will handle registration activities for NASA employees for individually funded training activities. These activities include individual courses, conference attendance and university programs. NSSC is responsible for completing appropriate procurement documentation, registering the attendee(s) and sending confirmation notices, verifying attendance/completion of training, distributing and collecting training evaluations, updating and maintaining the e-Training System , System for Administration, Training and Educational Resources for NASA (SATERN), processing employee reimbursements, and maintaining training authorization documentation files. The NSSC (CS) retains responsibility for the obligation and payment of training activities either by credit card, convenience check, or purchase order.

Process – Overview of Registration-Reimbursement for Offsite Training

| NSSC Receives Training Request (1735) from Center Training Office (via SATERN) | → | NSSC HR (SP) Verifies Training Request is Complete | → | NSSC PR (CS/SP) Prepares Purchasing Documents, Registers Learner with Vendor, and Authorizes Payment | → | NSSC HR (SP) Creates Event and Enters Learner Data in SATERN | → | Learner Attends Training and Completes Evaluation | → | NSSC HR (SP) Processes Course Completion Information in SATERN |

Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1 **Center Learner/ Supervisor Training Coordinator, Center Training Office** Request and Approve Training	NASA's e-Training system, SATERN, is an electronic training system that fully automates the training request, approval process and record of the training event. When a learner identifies a course he/she would like to attend, the learner accesses SATERN and completes the NF-1735, "Application for External Training". In addition to completing information about themselves, the learner must also complete information about the course, including the cost, dates and number of hours, and select the competency or competencies that the learner expects to gain from taking this course. Once all information is complete on the NF-1735, the learner submits the training request via SATERN for approval. The supervisor receives an email notification when one of their learners submits a training request. The supervisor reviews the requests for completeness and relevance, determines if the request is acceptable, gains any other required approvals, including approvals from	Since SATERN will not allow attachments at this time, learners must paste the web link to the course information in the requestor's comments field on the NF-1735 to enable the Training Office to review the course and cost information. If a web link is not available, the learner must fax or deliver the course information to their Training Office. Centers will determine the approval level where available budget/funding is confirmed. For conferences, the learner must use the requestor's comments section on the NF-1735 to input

Roles and Responsibilities	Action	Tips
	funding organizations, and approves the request in the system. If the supervisor or organization disapproves the request. The supervisor should personally notify the learner of the denial, and the learner receives denial notification via email from SATERN. The Organization's Training Coordinator receives an email from SATERN notifying them that the request has been approved by the learner's supervisor. They then review the information submitted to ensure that the request is complete and appropriate for approval. The Center Training Office (CTO) receives an email from SATERN notifying them that the request has been approved. They then review the information submitted to ensure that the request is complete and appropriate for approval. The CTO may complete missing information, such as preferred sessions, learner service agreement or background information, or they may elect to deny the request and require the Learner to submit a complete request. If the CTO does not approve the course, the learner receives an email stating that the request has been denied. Before approving any requests in SATERN, the CTO must do the following:	preferred sessions. If the learner does not complete all required information, the request may be denied, requiring the learner to start the request from the beginning. If the request for a course or conference needs to be processed within two (2) business days, the center CTO will contact NSSC HR (SP) to determine if sufficient time is available for processing (Expedited Request) or they may direct the learner to register and prepay. When an expedited request is to be processed by NSSC, the CTO will enter "Expedite" as the first word in the Comments section on the NF-1735. When prepaid by the learner, the CTO will enter "PREPAID" as the first word in the Comments section on the NF-1735.

Roles and Responsibilities	Action	Tips
	If the training cost (per training instance) is more than $2500, the CTO completes the NSSC Request/Determination for Sole Source form (RDSS) to justify the sole source acquisition, faxes the form to NSSC with 1735 tracking number included on the RDSS, and approves the request in SATERN. **Output:** Complete NF-1735 in SATERN plus supporting documentation when required for registration or cost justification.	Reimbursements for prepaid training will be processed by the learner through their Center Training Office to the NSSC Financial Management Office.
Step 2 **NSSC HR (SP)** Verifies 1735 to be a complete package	Once the CTO approves the training request, NSSC HR (SP) receives an email alerting them that they have a learner approval pending in SATERN. The NSSC reviews the approved training request for completeness and accuracy, and reviews any CTO comments for unique situations, pre-registrants, prepayments, substitutes or multiple requests. A complete or (full) 1735 package includes all information which is required for NSSC to sign off on the funding and register the learner into the requested offering and enter the 1735 information into SATERN. When a learner has prepaid for an approved course or conference, he or she completes an SF-1164 form for reimbursement and submits it to their Center Training Office for approval with proof of receipt of payment. **Output:** Validated training request	NSSC can preview the web link in the requester comment section of the NF-1735 for information on the course. All expedited 1735's received will be processed first. If information is missing which prevents the 1735 from being declared a full package, NSSC HR (SP) will call the CTO contact to obtain the required information and add it to the 1735, in order for the 1735 to be declared a full package.

Roles and Responsibilities	Action	Tips
	package (NF-1735)	
Step 3 **NSSC (SP) & (CS) Procurement** Prepares purchasing documents and obligates funding	NSSC PR (SP) receives notice via Remedy that a complete NF 1735 package is ready for processing within Tech Doc. NSSC PR (SP) determines the appropriate method of purchase, either a credit card, convenience check, or purchase order. NSSC PR (SP) assembles standard procurement file and transaction checklist, makes recommendations on RDSS, if applicable. If a purchase order will be used, prepares synopses and solicitations, and contractual documents as required. NSSC (CS) reviews procurement file, determines price reasonableness, approves RDSS if applicable, authorizes payment to vendor, and registers student. If a credit card or convenience check will be used, NSSC (CS) creates an order log in P-Card. A convenience check is sent to the vendor when a credit card can not be used. Registration can be completed over the phone, online, through the mail, email, or via fax. When a purchase order is required, NSSC PR (CS) posts synopses, issues solicitations, awards the purchase order, and enters the purchase order into IEM/SAP. NSSC PR (CS) approves NF 1735 in SATERN. NSSC PR (CS) performs monthly reconciliation and approval of transactions (supported by SP).	Majority of purchases will be made with a Government credit card. Convenience checks will only be used when a credit card is not accepted by the vendor. Due to their associated high cost, Purchase Orders will only be used for transactions over $25,000 and for those lower valued transactions that can not be procured by any other purchasing method. A single RDSS to cover multiple courses for the same learner, in the same semester, may be used. The RDSS needs to include tracking numbers for all associated NF 1735's involved in the justification. The monthly summary report will include: Center, LMS reference number, order number, vendor name, learner name, course description, cost, registration date, billing date, payment date, and Center accounting

Roles and Responsibilities	Action	Tips
	NSSC PR (SP) prepares monthly summary reports to be sent to NSSC offices and Center training offices. NSSC PR (SP) completes remedy request. **Output:** Training Request Package (1735) with appropriate billing or credit card information for registration.	data (when provided on the NF 1735). NSSC should check comments in NF-1735 from CTO to see if Learner already registered. For academic courses, the Learner registers with the college or university. Learners must notify the university or college if they cancel out of an academic course.
Step 4 **NSSC HR (SP)** Enters Data in SATERN	NSSC HR (SP) creates event and enters data in SATERN. NSSC HR (SP) approves 1735 in SATERN. **Output**: SATERN email documenting completed 1735 process.	
Step 5a **Center Training Office NSSC HR (SP)** SATERN Entries	NSSC HR (SP) performs SATERN data entry and learner receives SATERN generated email confirming their registration. **Output:** Learner attends training.	
Step 5b **NSSC HR (SP)** Learner Completion (Non-Academic)	Learner completes and submits a 1735 post evaluation via SATERN, within five (5) business days of completion of course. Upon submission of an academic	All documentation associated with a 1735 will be filed accordingly. Reminder notices to

Roles and Responsibilities	Action	Tips
	evaluation form via SATERN, NSSC HR (SP) will update SATERN to reflect the completion which will then be recorded in the learner's training record. If learner fails to complete an evaluation within five (5) business days from course completion, NSSC HR (SP) will provide the learner a reminder notice to submit an evaluation via SATERN. NSSC HR will provide a second reminder after an additional five (5) business days. If an evaluation still has not been received by NSSC HR (SP) after a third five (5) business days increment; the learners name will be added to the monthly incomplete training report that will be forwarded to the learner's training office by NSSC HR (SP).	learners to complete their evaluations will include a warning that failure to complete all training documentation may result in the learner having to repay the cost of the training.
Step 5c **NSSC HR (SP)** Learner Completion (Academic)	Learner completes and submits a 1735 post academic evaluation via SATERN, within fifteen (15) business days of course completion. Upon submission of a completed academic evaluation form, NSSC HR (SP) will record the item (course) completion in SATERN. If learner fails to complete an evaluation within twenty (20) business days from course completion, NSSC HR (SP) will send a reminder notice to learner. NSSC HR will provide a second	

Roles and Responsibilities	Action	Tips
	reminder after an additional five (5) business days.

If an evaluation form is received without a passing grade, or an evaluation has not been received after an additional five (5) business days, the learner's name will be added to the monthly incomplete training report that will be forwarded to the learner's training office by NSSC HR (SP).

The learner's training office must supply the NSSC HR (SP) by email or by fax, a list of learner's with their decision on whether or not the NSSC HR (SP) shall grant completion to the learner in SATERN. If the Training Office declares that the learner must repay NASA for a course which either has been failed or an academic evaluation form has not been completed and received, the training office must process that request through NSSC FM Accounts Payable office. | |
| Step 5d

Learner LMD

Learner Completion | Learner completes and submits a 1735 evaluation via SATERN, within seven (7) business days of completion of course.

Leadership Management Development (LMD) manager or coordinator provides NSSC HR (SP) a list of learner names by email, depicting their completion status.

NSSC HR updates learner status in SATERN.

SATERN generates email to learner | The process for Leadership Management Development (LMD) courses may be treated as On-Site or Off-Site training dependent upon the center, this process will only be used for those LMD courses requested as Off-Site courses.

Costs for these |

Roles and Responsibilities	Action	Tips
	confirming their completion of LMD course. Learner's Organization Training Contact or Learner's CTO, notifies NSSC HR (SP) contact by fax, stating reason for change. NSSC HR (SP) receives modification fax and makes necessary updates in SATERN and forwards any modified funding information to NSSC PR. **Output:** Completed evaluations and/or Corrections to Training Event Record in SATERN.	courses will be captured via the program's WBS code in the 1735.
Step 6 **NSSC HR (SP)** Processes Course Completion	NSSC HR (SP) enters the appropriate completion status to learner record in SATERN. Output: SATERN email to learner and update to learner training record.	NSSC HR (SP) information found in scheduled offering contact information field. Email must include 1735 tracking number.

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC HR/PR	Registration, procurement and confirmation to Learner	Learner and Center Training Office	98% of the time, NSSC will complete the registration, procurement and confirmation to the Learner with in five (5) business days of an approved training request
NSSC HR	Follow-up with Learner on completion of evaluation	Learner	Within seven (7) days after a course date has passed
NSSC PR/HR	Summary of monthly training activity with trainee, course and specific cost information	Center Training Office	By the 7th business day after reconciliation of P-Card has been completed.

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
IEM-Core Financial	NASA's Agency-wide financial system. Provides standard processes and systems to support NASA's financial management activities.	Access granted by the Competency Center via NF 1700	P-Card Solutions, CMM

FPDS-NG	Web based application. FPDS-NG is the central repository of Federal contract information. The system contains detailed information on contract actions over $2,500	Access granted by GSA via the FPDS-NG website.	CMM
NASA Acquisition Internet Service	Variety of web based applications used throughout the Agency. Includes: EPS, VPO, & PPDB	Access granted by the NSSC's NAIS superuser	
P-Card Solutions	System for documenting, reconciling, approving, and reporting purchases made using credit cards or convenience checks	Access granted by the Competency Center via NF 1700	IEM – Core Financial
Remedy	Supports NSSC internal activities, metrics, etc.		Tec Doc
Tec Doc Management System	System creates electronic files from faxes, emails, or hard copy documents		Remedy
WebTADS	System provides automatic supervisory data		WebTADS

	updates to SATERN.		
FPPS	System provides automatic organizational data updates to SATERN.		FPPS

New Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
CMM	New IEM procurement module that interfaces with IEM Core Financial and FPDS-NG. Contract Specialists will only need to use CMM after rollout in May 2006.	Access granted by the Competency Center via NF 1700	IEM Core Financial and FPDS-NG
SATERN (LMS)	HR system for request, authorization, agreement and certification of training.		None

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

Contact Center Strategy

Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy concerning this activity.

Appendix – Process Flow Diagram

Center-level Submission & Approval of Off-Site Training Request

Center-level Submission & Approval of Off-Site Training Request

Center
Training Office

C-1

Is the request for academic trg, SES CDP or Exec. Ed.? — **Yes** → **C-2**

No

Is this an expedited request?

Yes

Does NSSC have time to process? (Note 10) — **No** → CTO informs employee to register and pre-pay (Note 11) → **C-3**

No (left path from "Is this an expedited request?") → Is training instance ≤ $2500?

Yes (from "Does NSSC have time to process?") → Is training instance ≤ $2500?

CTO approves request in SATERN (Note 9) → **HR**

Is training instance ≤ $2500? — **Yes** → CTO approves request in SATERN → **HR**

No

Prepare JOFOC or abstract of offers, as applicable (Note 12)

Is training instance > $25K? — **Yes** → CTO prepares SOW (Note 13)

No → CTO approves request in SATERN → **HR**

CTO prepares SOW (Note 13) → CTO approves request in SATERN → **HR**

Note 9: Before approving request in SATERN, CTO should enter a note in the Training Office Comments section on the NF-1735 stating that the employee registered/pre-paid and the request will be processed as a reimbursement.

Note 10: If the Training Request is submitted with less than 5 days notice, the CTO will contact NSSC HR (SP) to determine if student prepayment is required.

Note 11: Employee must provide payment receipt and should not pay in advance unless Training Office approved course.

Note 12: CTO pastes JOFOC or abstract in Comments section (request portion) of NF-1735.

Note 13: CTO pastes SOW in Comments section (request portion) of NF-1735.

Center-level Submission &Approval of Off-Site Training Request

Center Training Office

Employee

Center Training Office

C-2

C-3

Does BPA exist with college/ university/Exec. Ed. program?
- Yes
- No

Register for course/conference

Center Validates/ Signs approval of SF 1164

Is this an expedited request?
- No
- Yes

HR

Pre-pay for course/ conference

Center Training Office faxes document to NSSC 1-866-779-6772

CTO approves request in SATERN (Note 10)

Does NSSC have time to process?
- No

CTO notifies employee to register and pre-pay

Forward Completed SF-1164 & copies of 1735 and receipts to CTO (Note 11)

FM

- Yes

Is training instance > $2500?
- No
- Yes

Prepare JOFOC or abstract of offers (Note 12)

Approve request in SATERN

HR

Center-level Submission & Approval of Off-Site Training Request

Employee   **Center Training Office**

C-4

Student receives SATERN Training notification

Academic Training? — Yes → Student Prints Out 1735 & Registers W/Vendor for Training

No

Student Confirms Registration w/Vendor

Student Pre Paid? — Yes → Student Submits Reimbursement (1164 & Receipts) to Center Training Office → C-3

No

Student Completes Training

C-5 → Modifications to Training? — Yes → Student Informs CTO of Changes (Note: 16) → CTO Office Submits Approved Changes to NSSC HR (Note 17) → HR-4

No

Student Completes SATERN eval/ Provides Grades (Note 18) ← C-6

End

C-7

Center Determines Recoupment Action

Center Notifies NSSC HR of Changes to Training Event Record → HR-5

Center Notifies NSSC FM Accounts Receivable to recoup funds → FM-2

Note 16:
· Employee must notify NSSC HR (SP) if they need to cancel/withdraw from a course.
· If academic course, employee must withdraw directly w/ college or university.
· If employee does not notify NSSC and NASA incurs cost, employee may be liable. Center Training office will make determination.

Note 17: CTO may delegate modification coordination and approval to Center Training Coordinators. Names of approvers must be forwarded to NSSC HR

Note 18:
· If evaluation is not complete, SATERN will alert the employee they have overdue learning.
· Send report to Center Training Office.

NSSC HR (SP) Processing of Off-Site Training Request

NSSC HR (SP)

Note 19:
- May need to contact employee for some information needed for registration.
- For academic courses, employee registers w/ college or university.
- Check Training Office Comments on NF-1735 to see if employee has already registered/pre-paid.
- If NSSC (SP) misses the vendor's registration cut-off date, the NSSC (SP) must notify the employee to register onsite at the course/ conference.

Note 20: Upon notice that Training Requests are incomplete, Centers will have 1 business day to provide updates to NSSC HR before request is returned as denied.

Note 21: Employee receives enrollment confirmation.

Note 22: Employee receives email that request has been approved.

Note 23: NSSC to send any advance course materials or instructions for the course to employee.

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)

(**PR**)

↓

Receive approved request for offsite training from NSSC HR via LMS & Remedy

↓

Review incoming requests, prioritize emergencies. If no emergency requests, process requests on first in – first out basis.

↓

Request prepaid by student or center? —Yes→ (**PR-1**)

↓ No

Is the request for academic training? —Yes→ (**PR-2**)

↓ No

Is the request for over $25,000? —Yes→ (**PR-3**)

↓ No

Vendor accept credit card or check? —No→ (**PR-3**)

↓ Yes

Is the request between $2,500-&25,000? —Yes→ (**PR-4**)

↓ No

(**PR-5**)

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)   NSSC PR (CS)

PR-5

Prepare Procurement File (Include approved NF 1735 and necessary supporting documents)

Determine and document price reasonableness IAW FAR 15.404-1

Create Order Log in P-Card (note 24)

Register Learner and authorize payment to vendor using purchase card or convenience check

Approve training request in LMS   **HR-1**

SP supports IG in performance of monthly reconciliation SP (Note 25)

NSSC P-Card Coordinator

Prepare monthly summary report of center training purchases (Note 26)   ◄   Approve transaction in P-Card

Validate P-Card Invoice

Send report to center training officers, NSSC B & A, NSSC HR, and NSSC FM on a monthly basis. Report will be sent no later than 5 work days after transactions are approved in P-Card

End

Note 24: Go to the SAP On-line Quick Reference (OLQR) for Subprocess Create record of purchase in pcard http://olqr-cf.ifmp.nasa.gov/robo/projects/ sap%20olqr%20mission%20control%20pur/ Purchasing_Process_Flows/ Create_Record_of_Purchase.pdf

Note 25: Go to the SAP On-line Quick Reference (OLQR) for Subprocess Reconcile Bankcard Statement with Record of Purchase http://olqr-cf.ifmp.nasa.gov/robo/projects/ sap%20olqr%20mission%20control%20pur/ Purchasing_Process_Flows/ Reconcile_Bankcard_Statement_with_Record _of_Purchase.pdf

Note 26: Two custom reports will be generated in P-Card Solutions and exported to Excel. The data will be combined and sorted by Center. Training purchased via purchase order will manually be added to the report along with Center accounting data provided on the NF 1735

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)

NSSC PR (CS)

(PR-4)

(PR-5)

Has NSSC Form RDSS been received?

→ No → **Contact training office for NSSC Form RDSS. Reject the request if form is not received. (Note 27)**

Yes ↓

Receive NSSC Form RDSS → **Make recommendation and submit to IG**

Approve Justification

Yes ↑

Is NSSC Form RDSS adequate?

Receive revised NSSC Form RDSS

No ↓

Contact training office to revise NSSC Form RDSS. Reject the request if form is not revised. (Note 27) ← **Make recommendations and notify SP**

Note 27: If a revision to the RDSS is required or if the document is missing, the NF 1735 will be returned to the NSSC HR (SP) for disposition.

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)   NSSC PR (CS)

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)　　　　　　　　　　　　　　**NSSC PR (CS)**

(PR-6)

Determine and document price reasonableness in accordance with FAR 15.404-1

Enter billing information on NF 1735 in LMS

Approve training request in LMS　→　(HR-2)

Create Order Log in P-Card (Note 24)

(HR-5)　←　Receive invoice from academic institution and notify HR that registration has been completed by student

Contact academic institution and make payment either by credit card or convenience check

Revise order log in P-Card if necessary

SP supports IG in performance of monthly reconciliation SP (Note 25)

NSSC P-Card Coordinator

Prepare monthly summary report of center training purchases (note 26)　←　Approve transaction in P-Card　→　Validate P-Card Invoice

Send Summary report to center training officers, NSSC B & A, NSSC HR, and NSSC FM on a monthly basis.

(End)

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)

Note 28: Go to the SAP On-line Quick Reference (OLQR) for Subprocess Plan Acquisition
http://olqr-cf.ifmp.nasa.gov/robo/projects/sap%20olqr%20mission%20control%20pur/Purchasing_Process_Flows/Plan_Acquisition.pdf

PR-3

Create Purchase Requisition (Note 28)

Is vendor in SAP?

No → Prepare and submit SR to Competency Center. Log date and time.
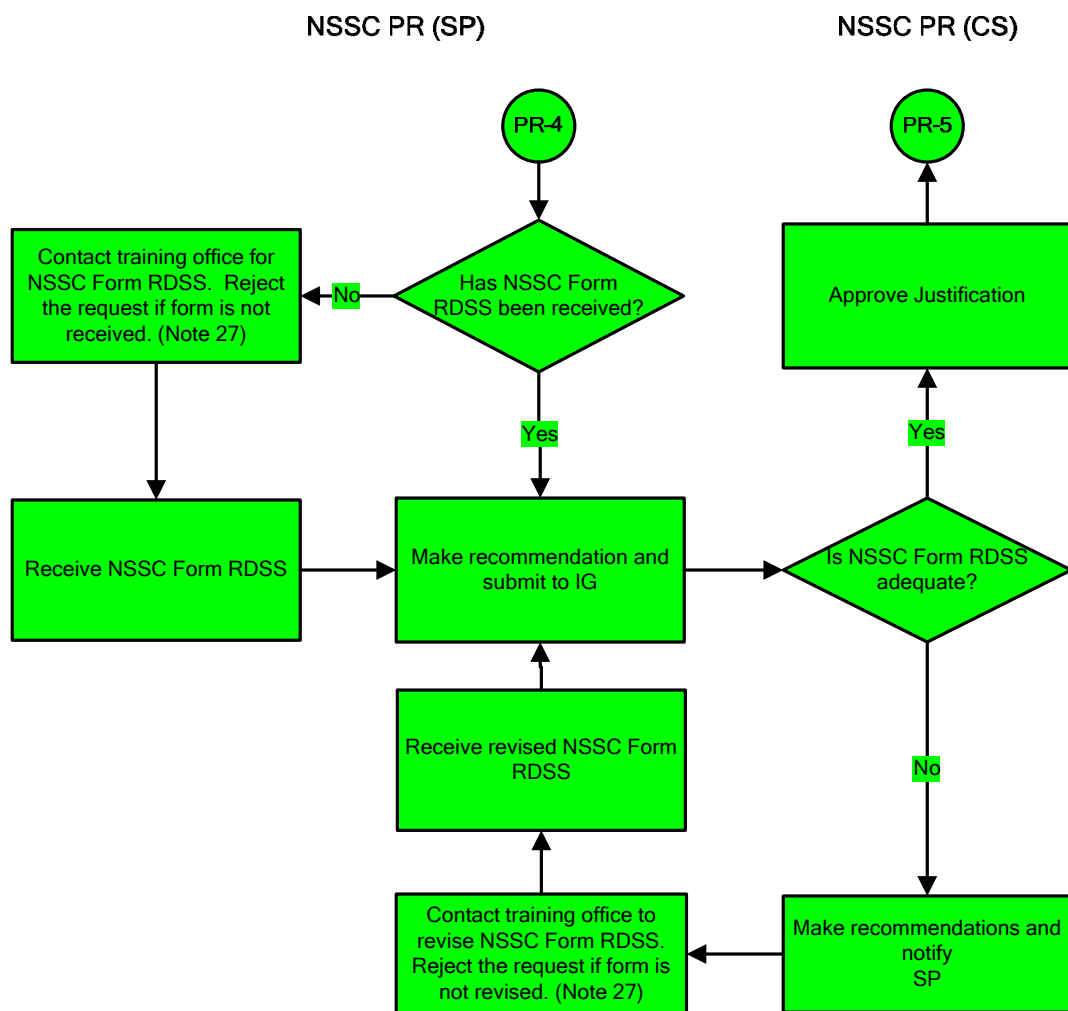
Yes

NSSC PR (CS)

PR-7

Receive response from Competency Center. Log date and time.

RDSS or JOFOC been received?

No → Contact training office for NSSC Form RDSS or JOFOC. Reject the request if form is not received. (Note 27)

Yes

Receive NSSC Form RDSS or JOFOC

Make recommendation and submit to IG

Approve Justification

Yes

RDSS or JOFOC adequate?

No

Make recommendations and notify SP

Receive revised NSSC Form RDSS or JOFOC

Contact training office to revise NSSC Form RDSS or JOFOC. Reject the request if form is not revised. (Note 27)

NSSC Procurement Processing for Off-Site Training Requests

NSSC PR (SP)

NSSC PR (CS)

PR-8

PR-7

Note 29: The evaluation will be coordinated with Center personnel to ensure the proposal/vendor meets their requirement

Yes

Is written solicitation required?

No ← → No

Is synopsis required?

Solicit oral quotation

PR-9

Prepare pre-award synopsis in EPS and post to Fedbizopps. Disposition responses received from synopsis.

PR-8 → Draft Solicitation and forward to IG → Receive and review solicitation

NSSC PR (SP)

Issue Solicitation ← Yes — Is the solicitation acceptable ← Submit revised solicitation

No

PR-9 → Receive Proposal

Make recommendations and submit to SP → Receive and review recommendations

Evaluate Proposal (Note 29)

Prepare contract documents → Review Documents

Enter award in IEM/SAP

Award Contract

Approve award in IEM/SAP

Include award information in monthly summary report (note 26) ← Approve request in LMS → HR-2

End

NSSC FM Processing of Learner Reimbursements

NSSC FM (SP)

Employee

FM

NSSC TechDoc assigns invoice to NSSC FM AP via Remedy

NSSC FM AP retrieves final approved 1735 from TechDoc

NSSC AP verifies documentation for completeness (Note 30)

Note 30:
- Use NF 1735 to verify that CTO approved employee payment in advance of course.
- Extract accounting information from approved NF 1735 to complete the SF 1164.
- If accounting information is missing or incorrect, contact your center training office for data.

Note 31: Center Training Office may retain miscellaneous payment responsibilities.

Documentation Complete

No → NSSC FM AP creates a Remedy ticket and calls Center AP POC to collect applicable information

Yes

NSSC FM AP Vendor Payment Processor Posts and Creates Payment Proposal in SAP

NSSC FM AP Certification Processor creates payment run in SAP

NSSC FM AP disburse payment to learner

Receives reimbursement

End

NSSC FM AP sends notification of payment to student, CTO, and NSSC HR (Note 31)

HR-5

NSSC FM Processing of Recoupment of Funds

NSSC SP FM

(FM-2)

NSSC FM AR Sends Bill of Collection to Learner

↓

NSSC Tech Doc opens mail containing check/ cash

↓

NSSC Tech Doc scans all documents including check or cash

↓

NSSC Tech Doc immediately assigns recoupment to NSSC FM AR SAP Collection Processor via Remedy

↓

SAP Collection Processor documents initial acceptance in logbook and records payment in Deposit Log in SAP

↓

SAP Collection Processor immediately hand delivers check/ cash and documents to the Bank Deposit Collection Agent

↓

Day = Thursday? Or Check/Cash ≥ $5,000

— No → Bank Deposit Collection Agent places all check/ cash in FM AR Safe

Yes ↓

Bank Deposit Collection Agent prints SF-215 Deposit Slip out of SAP and Deposits check/cask in bank (Note 32)

→ Takes all pertinent information to the Customer Payment Center

↓

Customer Payment Processor determines what account to credit

↓

Debit Collection Agent monitors/ tracks billings and collections, delinquent accounts and status of debt compromise (Note 33)

Note 32: Done in accordance with FMR Vol. 15, Ch 5

Note 33: Done in accordance with FMR Vol. 15, Ch 4